About Me

Lean/Agile Coach
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Software Craftsman and Engineer
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About You

- Traditional?
- Agile?
- PMP?
- CSM, etc.?
- Technical?
- Project Management?

- Coach?
- People Management?
The Life of a Process Coach

KEEP CALM
I'M HERE TO HELP

SAY WHAT?
Where’s the Gap?

- Habits
- Past bad experiences
- Different priorities
- Professional maturity
- Change aversion
- Skepticism

- Insufficient understanding
- Differences of opinion
- Lack of trust
- Lack of respect
- Disempowerment
Step One: Embed and Observe

- Watch
- Listen
- Do
- Learn
Scenario 1

- Team hasn’t released anything after four months
- Lots of stories getting done.
- Say they can’t demo
- Afraid of merge conflicts
- Replacing existing application area (multiple pages)
- Built from back end forward
Scenario 2

• Team never finishes their “sprint commitment”
Step Two: Build Credibility

• Credibility is often transitive across domains
• Demonstrate capability
• Teach
• Mentor
• Care
• Focus on what’s important to them!
Step Three: Make Sense

• Explain why
• Understand context
• Prepared to be challenged
• Be flexible
Step Four: Inspire

- Paint a vision
- Show the path toward the vision
- Challenge back
YMMV

Thank You